



training and
certification



AWS Certified Cloud Practitioner

Office Hours – Week 2

Aaron Trockman

Partner Enablement Manager

Amazon Web Services

Thank you for joining!

AWS Certified Cloud Practitioner Program Office Hours

This session will be recorded

Please post questions into chat



Aaron Trockman

Partner Enablement
Manager

Training Calendar

Weekly Schedule

Week	Activity
1	Complete Business or Technical Accreditation (3 hours)
2	Complete Cloud Economics Accreditation (3.5 hours)
3	Cloud Practitioner vILT (8 hours)
4	Cloud Practitioner Exam Prep (3 hours)
4+	<u>Take the Certification Exam</u> (1.5 hours)

Reminder to Complete

Complete Week 1-2 Activities

[AWS Partner: Accreditation \(Technical\)](#)

[AWS Partner: Accreditation \(Business\)](#)

[AWS Partner: Cloud Economics Accreditation](#) (Optional)

AWS Partner: Cloud Practitioner Essentials (vILT or [Digital](#))

Be sure to complete the final course assessment module for credit.



About the Exam

AWS Certified Cloud Practitioner

About the Exam

- 90 minutes
- 65 Questions
 - Scored 100 to 1000 (700+ pass)
- \$100/voucher
- Multiple Response & Individual response questions
- In-Person & remote proctoring available



Exam Tips for Remote Proctoring

- System verification when scheduling
- No notes
- No monitors
- Keep your phone silent
 - Not within reach
- No bathroom breaks

AWS Certified Cloud Practitioner

Key Exam Topics

% of Exam	Domain	Focus Areas
26%	Cloud Concepts	Value proposition of the cloud
25%	Security & Compliance	Shared responsibility model, core security services
33%	Technology	AWS global infrastructure, AWS services
16%	Billing & Pricing	Pricing/cost analysis tools, service pricing models, billing

FAQs

Participant FAQ

Domain: Digital Badges

Q: What if I haven't received my Accreditation badge?

A: Steps to retrieve your badge:

- Check spam/junk folder
- Add Credly.com (admin@youracclaim.com and admin@credly.com) to list of safe senders
- If you do not have an account with credly.com; create an account with the exact email on APN Central account, this will allow you to accept badge from Credly dashboard in your account.

Participant FAQ

Program Operations

Q: What if I missed a class, or one didn't fit my schedule?

A: Check our [Partner Course Schedule](#) for ongoing live classes, and the AWS Partner Accreditations are always available for self-paced training.

See our [Partner Course Catalog](#) (The Partner Training section) for a complete list of training available to our partners. Your alliance lead may also reach out to your Partner Enablement Manager for a customized training plan for your team.

Participant FAQ

Exam Operations

Q: Can I reschedule or cancel my exam?

A: Yes, up to 24 hours before scheduled appointment without additional fees. You may only do so twice after scheduling the original appointment.

To reschedule or cancel your exam, go to your AWS Certification Account and click the Manage PSI Exams or Manage Pearson VUE exams button. [AWS Certification FAQ](#)

Participant FAQ

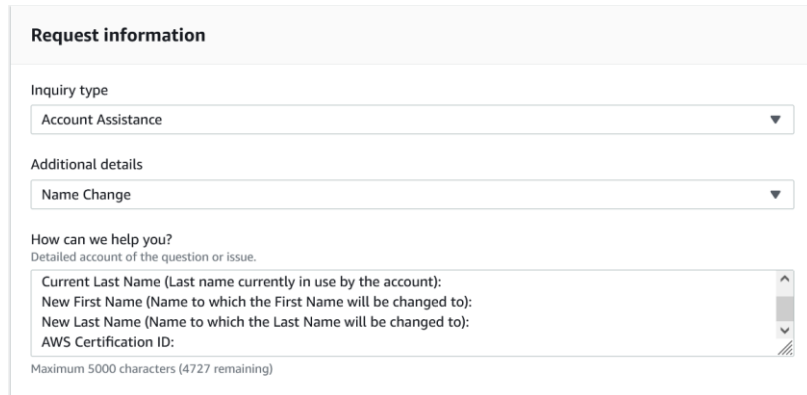
Certification Account Name

Q: How do I update my name on AWS Certification?

A: First, review the [ID Requirements](#) for the exams.

Next, open a ticket with [AWS Training & Certification Support](#)

Select **Inquiry Type** "Account Assistance" and **Additional Details** "Name Change."



The screenshot shows the 'Request information' form in the AWS Support console. It includes a dropdown for 'Inquiry type' set to 'Account Assistance', a dropdown for 'Additional details' set to 'Name Change', and a text area for 'How can we help you?'. The text area contains the following text: 'Current Last Name (Last name currently in use by the account):', 'New First Name (Name to which the First Name will be changed to):', 'New Last Name (Name to which the Last Name will be changed to):', and 'AWS Certification ID:'. A character count at the bottom indicates 'Maximum 5000 characters (4727 remaining)'.

Request information

Inquiry type
Account Assistance

Additional details
Name Change

How can we help you?
Detailed account of the question or issue.

Current Last Name (Last name currently in use by the account):
New First Name (Name to which the First Name will be changed to):
New Last Name (Name to which the Last Name will be changed to):
AWS Certification ID:

Maximum 5000 characters (4727 remaining)

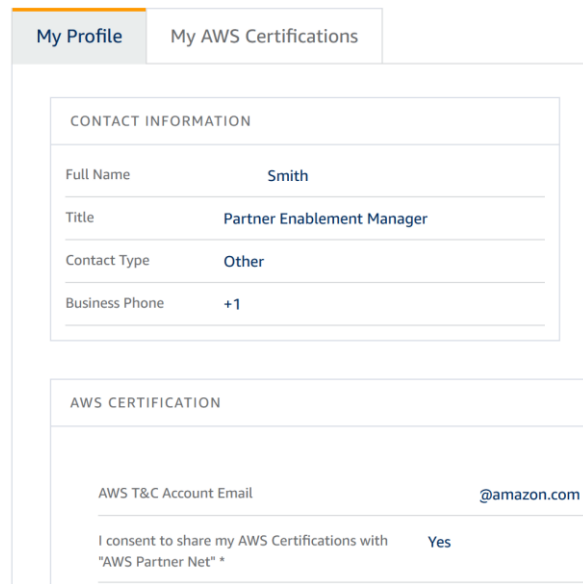
Participant FAQ

Partner Central Profile

Q: How do I connect my Certification account to APN Partner Central?

A: First, open your Partner Profile within APN Partner Central.

Navigate to "View my Profile" and under "AWS Certification" you may add the email address which corresponds to your AWS Certification account.



The screenshot displays the 'My Profile' page in the AWS Partner Central interface. It features two tabs: 'My Profile' (active) and 'My AWS Certifications'. The 'CONTACT INFORMATION' section includes fields for Full Name (Smith), Title (Partner Enablement Manager), Contact Type (Other), and Business Phone (+1). The 'AWS CERTIFICATION' section shows the AWS T&C Account Email (@amazon.com) and a consent checkbox for sharing AWS certifications with the 'AWS Partner Net', which is currently checked and labeled 'Yes'.

CONTACT INFORMATION	
Full Name	Smith
Title	Partner Enablement Manager
Contact Type	Other
Business Phone	+1

AWS CERTIFICATION	
AWS T&C Account Email	@amazon.com
I consent to share my AWS Certifications with "AWS Partner Net" *	Yes

Participant FAQ

Exam Operations

Q: Can I re-take the exam if I've not passed?

A: Yes, with a 14-day wait period before retaking

No limit on exam attempts until the test take has passed, but full registration price must be paid. [AWS Certification FAQ](#)

Participant FAQ

Domain: Exam Content

Q: Do I need to complete Labs or have hands-on experience to pass the CCP exam?

A: No, direct hands-on experience is not necessary. Though it may be helpful to complete foundational level labs for better learning while first working with AWS.

The CCP is largely theoretical rather than practical.

Open Q/A

Service FAQs

Participant FAQ

Domain: Billing and Pricing

Q: Does AWS provide an SLA for its cloud services?

A: Yes, service level SLA's are documented [\(here\)](#)

Not needed for Certified Cloud Practitioner exam

DO review the Support Plan response times

<https://aws.amazon.com/premiumsupport/plans/>

Participant FAQ

Domain: Technology

Q: Does AWS provide compute recommendations per workload?

A: Yes, there are generic recommendations of instance types for different use cases, and detailed descriptions of each EC2 Instance Type [\(Here\)](#)

DO review the high level *summary* of each Instance Type:

- General Purpose and Accelerated Computing
- Compute, Memory, and Storage Optimized

Participant FAQ

Domain: Technology

Q: Do Spot Instances have opportunity to save state before being stopped, or are they for stateless services only?

A: Spot Instances will receive a two-minute notification of service interruption. The workload can be rebalanced to another instance with EC2 Auto Scaling features, or *Paused*. [Documentation](#)

Spot Instances are not suitable for workloads that are inflexible, stateful, fault-intolerant, or tightly coupled between instance nodes.

Participant FAQ

Domain: Technology

Q: What are some example use cases for Spot Instances?

A: Spot Instances should be used for fault-tolerate and flexible application. Remember that a Spot Instance can both become available and be interrupted with minimal notice.

Consider workloads which can handle interruption:

- Stateless webserver
- API Endpoints
- Big data and analytics applications
- Containerized workloads

Participant FAQ

Domain: Billing and Pricing

Q: How to differentiate Savings Plan and Reserved Instances

Reserved Instances allow you to reserve On-demand EC2 capacity.

- Specify Instance Type, Region, Tenancy, Platform
- Commitment terms of 1 or 3 years
- Class – Standard or Convertible

Savings Plans offer more flexibility than RI's by committing to consistent amount of compute usage (irrespective of instance type)

- Based on Compute or EC2 Instances
- Commitment terms of 1 or 3 years

Participant FAQ

Domain: Security and Compliance

Q: Who is responsible for security groups and Network Access Control Lists?

A: You are responsible for configuration and maintenance of Security Groups, NACLs. Resources deployed, connections, access, and what is exposed to your customer – this is security **IN the cloud**.

AWS is responsible for physical security of the datacenter itself, the hardware contained within, and infrastructure level of software. This is security **OF the cloud**.

Review – [Shared Responsibility Model](#)

Participant FAQ

Domain: Security and Compliance

Q: What's the difference between the **Root User** and **IAM user** for logging into AWS Console?

A: Root User is the initial, account root user created with the AWS Account. This account has complete access within your AWS account and *should not be used for daily activities*

IAM Users are individually created by the Account Root User afterwards (e.g., creation of an Admin account to manage resources)